

सुरेश प्रभु
SURESH PRABHU



रेल मंत्री
भारत सरकार, नई दिल्ली
MINISTER OF RAILWAYS
GOVERNMENT OF INDIA
NEW DELHI



MESSAGE

Indian Railways is proud of its manpower. Dedicated, dynamic workforce is its biggest asset which makes the running of Indian Railways successful. It is, therefore, my firm belief that only a happy employee can lead to a satisfied customer. Thus, it is essential to take care of our employees.

Though Railways does a lot of welfare activities for its employees, still I believe a lot more can be done. We are launching an online portal named "Nivaran" where employees can lodge their grievances and track its resolution.

In an organization like Indian Railways which is so geographically dispersed, it is a necessity to have a system like Nivaran which will be a helpful tool for the employees and save them the trouble of travelling to higher offices for their grievance redress. It will also save man hours and motivate employees to utilize their time effectively for the benefit of the organization. It will also lead to increased transparency in the system.

The portal will not only act as a complaint management system but will be an effective human resource management tool. It will provide feedback on the level of employee satisfaction and also help in identifying the areas which need attention.

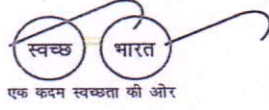
I must congratulate the team, who made the portal ready a day ahead of its stipulated deadline. I am confident that this tool will go a long way in improving employee morale and bettering productivity.

(Suresh Prabhu)

मनोज सिन्हा
Manoj Sinha



रेल राज्य मंत्री
भारत सरकार
नई दिल्ली-110 001
Minister of State for Railways
Government of India
New Delhi-110 001



संदेश

मुझे जानकर अत्यंत ही प्रसन्नता हो रही है कि रेलवे बोर्ड के स्थापना निदेशालय ने संगणक एवं सूचना प्रणाली निदेशालय के साथ मिलकर कर्मचारी परिवाद देखने के लिए एक पोर्टल "निवारण" बनाया है।

रेलकर्मी हमारी विशाल रेल प्रणाली की रीढ़ हैं जिनका तनावमुक्त रहना भारतीय रेल के पक्ष में होगा। अतैव उनके परिवादों को तत्परता एवं सहानुभूति से प्रशासन द्वारा देखा जाना अनिवार्य है।

सूचना प्रौद्योगिकी का इस्तेमाल कर्मचारी कल्याण के लिए किया जाना प्रशंसनीय है तथा मैं आश्वस्त हूं कि आने वाले समय में इस पहल का श्रमिक वर्ग की कार्यकुशलता एवं उत्पादकता पर सकारात्मक प्रभाव पड़ेगा।

मनोज सिन्हा
मनोज सिन्हा

(रेल राज्य मंत्री)